Beacon Health Strategies Provider eServices Manual

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Beacon Health Strategies
Electronic Data Interchange and eServices User Manual

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INTRODUCTION

Beacon Health Strategies

Beacon Health Strategies (Beacon) is a behavioral health management organization specializing in the development and management of behavioral health services for a wide variety of customers including integrated health care delivery systems, academic medical centers, health maintenance organizations and state and local governments. Beacon integrates managed care operations and information technology to improve the quality, effectiveness and efficiency of health and human services. Through the deployment of the principles and techniques of total quality management at all levels of operations, Beacon has been able to successfully administer programs that yield both cost savings and improved satisfaction from members and providers.

Beacon provides customers with a number of comprehensive services including managed behavioral health program design, development and implementation, provider network development and management, clinical protocol development, service authorization and utilization management, claims processing, provider contracting and credentialing, and managed care readiness / accreditation services.

What is eServices?

eServices is a web-based suite of tools that allow Beacon contracted providers to do business with Beacon online at a provider's convenience. This free service is aimed at improving business processes for providers by allowing secure access to a host of clinical and administrative functions, as well as a multitude of helpful resources. eServices allows you to:

- Submit claims electronically
- Check real-time claim status online
- Update provider profiles
- Check member eligibility
- Request authorizations
- Check the status of authorizations, including units used
- Print Explanation of Benefit (EOB) information
- Check initial encounters used
- View or print provider documents such as manuals, forms or bulletins

The benefits of eServices are numerous, and include faster claims payment, a reduction in claims denials and quicker access to member information. Providers can reduce administrative resources and increase productivity by using Beacon's eServices.

What is Electronic Data Interchange?

Electronic Data Interchange (EDI) is a secure application, accessed through the internet, for a health care provider, business associate or vendor who has established a trading partner relationship with Beacon to conduct electronic transactions. EDI is a tool used by providers submitting a high volume of claims.

Those who are eligible to conduct transactions are authorized representatives of a health care provider, business associate or vendor who has rendered services to the members of the health plans that Beacon provides behavioral health services on behalf of. In using this service, you may be allowed access to certain confidential or individually identifiable protected health information. In exchange for such access, you agree to take certain precautions, comply with certain practices, and implement certain procedures required by applicable law and Beacon for the purposes of guarding data integrity and safeguarding the confidentiality of Protected Health Information. EDI can be used to:

- Upload EDI files
- Check the status of your file
- Download responses and reports

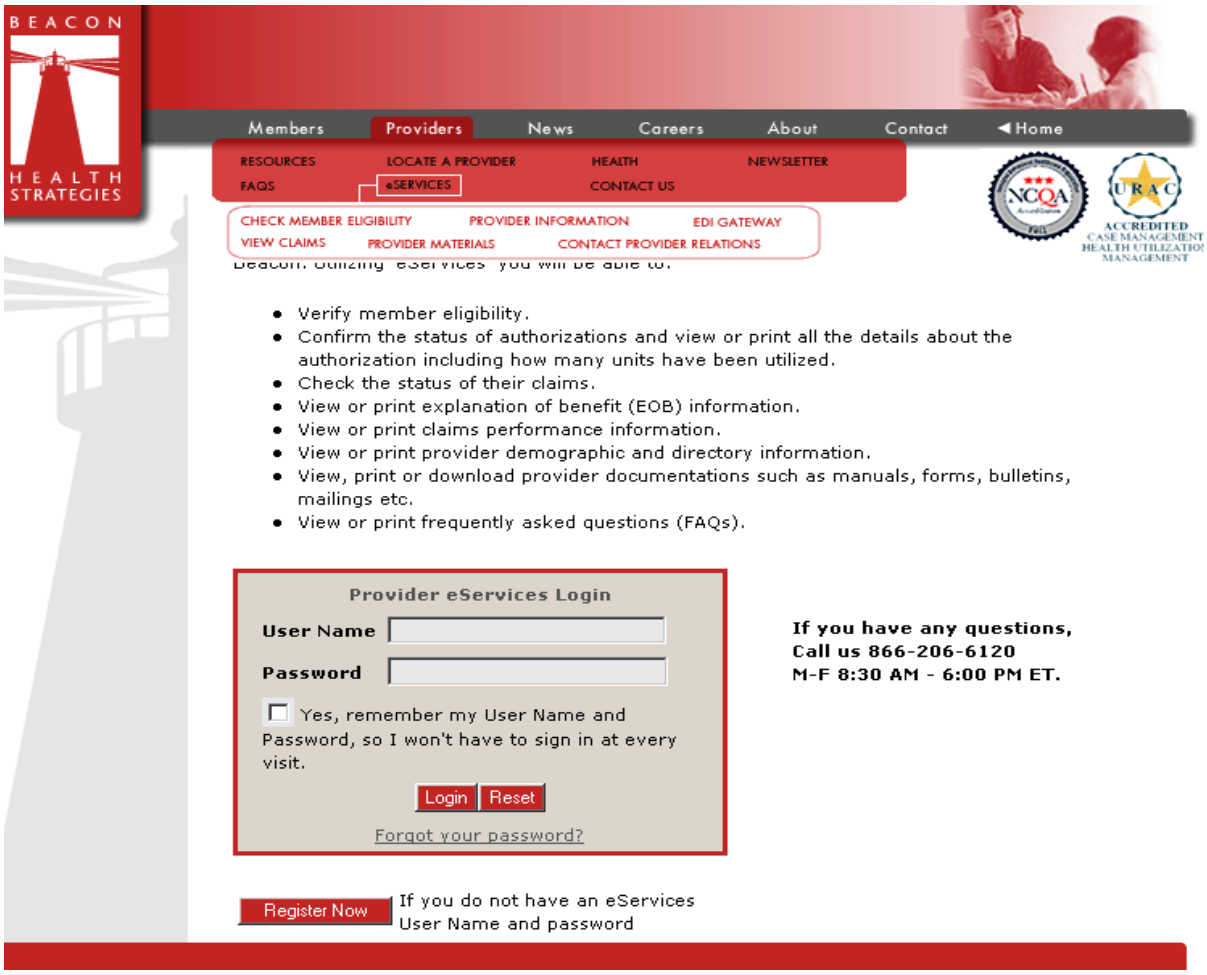
GETTING STARTED

Logging onto the Beacon Health Strategies website

Go to the Beacon Health Strategies homepage at www.beaconhealthstrategies.com. In the scroll bar at the top, choose the "Provider" link, then choose the "eServices" link from the Provider page menu at the top of your screen.

In the bottom half of the eServices login page, you will find the "Provider eServices Login" box. Enter your user name and password here, and click "Login". You will be directed to the eServices welcome page.

eServices Login Page



Once on the eServices welcome page, you will be able to choose from the various options available to you on through Beacon's eServices.

Opening an eServices Account

If you do not have an eServices account, you must register with Beacon to access the tools that Beacon offers through the eServices website. To do so, simply go the Beacon website and select the "Provider" page in the top navigation bar. From the Provider page menu, select the "eServices" page and scroll to the login box at the bottom.

- **Register**: Click on the red "Register Now" button to begin the registration process.

- **Instructions**: Once at the registration page, review the registration instructions and requirements carefully before moving on. Once you have reviewed the process, click "Next" to continue your registration.

STEP 1: **Terms of Use**: The next page in the registration process is the "Terms of Use" page. Read the terms of use for the Beacon secure eServices page, then click "Accept". Note that you are accepting the terms of use on behalf of the members of your organization who will be authorized to use eServices. See "User Registration" below "STEP 4" for additional information.

STEP 2: User name and password: You will then be prompted to create a unique user name and password that you will use to access the Beacon eServices website. The user name you choose is for your use only. Other staff members must create their own unique user names and passwords.

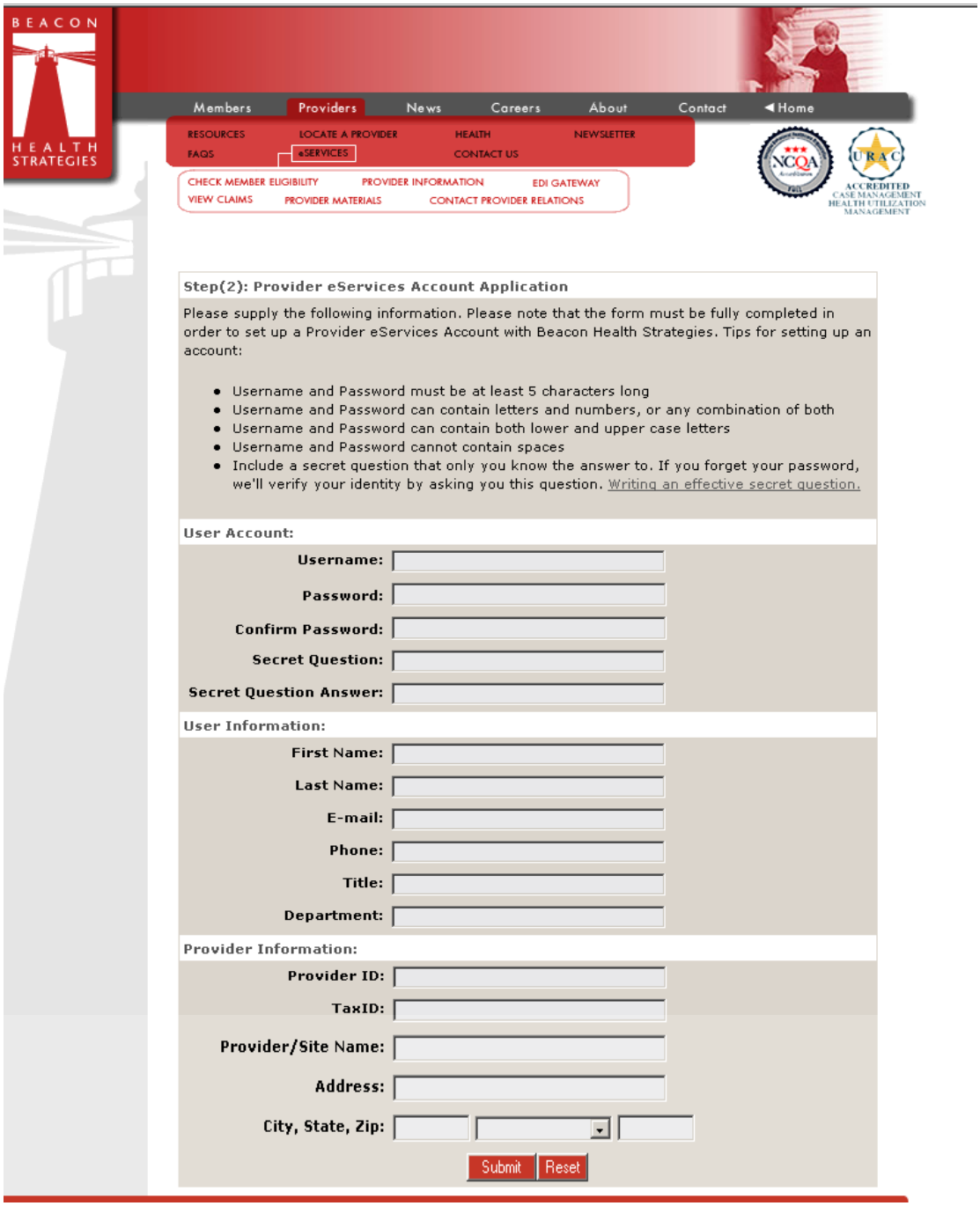
You will also be required to select a secret question and corresponding answer. The secret question and answer are used to reset your password in the event that it is lost or forgotten.

Note that user name, password, secret question and answer fields are case-sensitive.

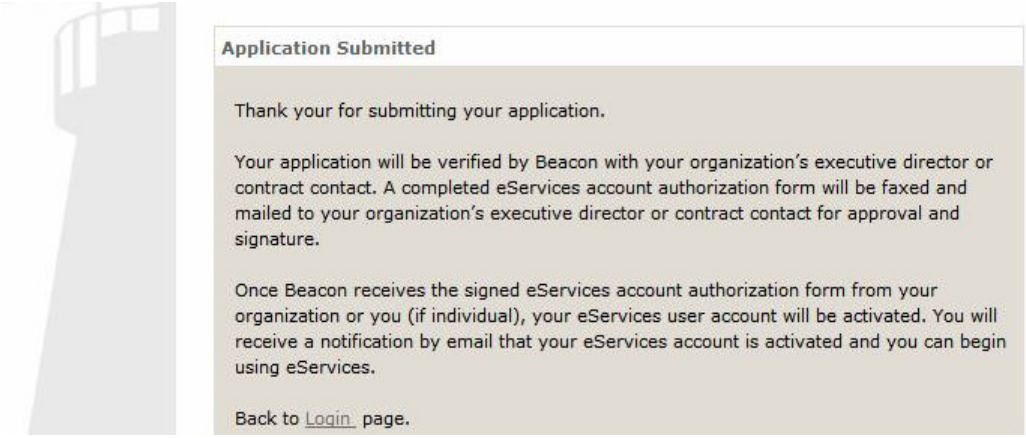
Beacon does not maintain provider passwords in any form. Please keep your password written in a secure place.

(STEP 2 Cont.)

User and Provider Information: Enter all user and provider information accurately. Review all entry carefully to ensure no errors are included in the data you are submitting.



STEP 3: Submit: Click the "Submit" button to complete your online registration for eServices. The Beacon system will then verify the provider-specific data that you have entered and automatically send you an email containing the remaining pieces of your eServices registration.

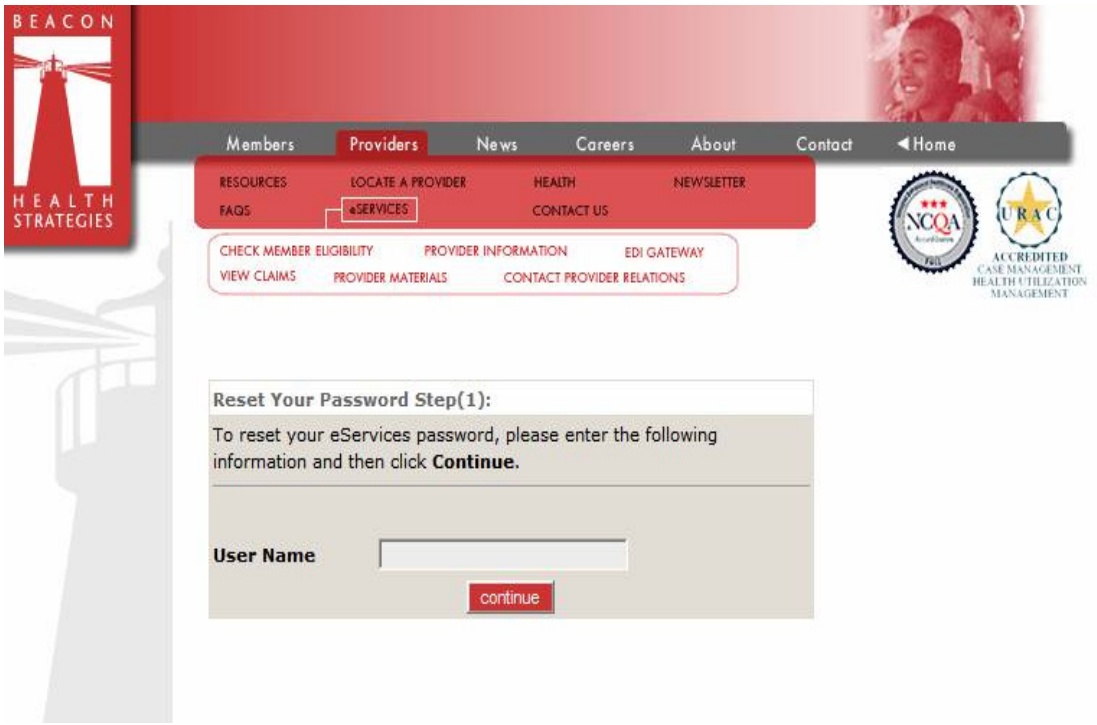


STEP 4: Submit paper forms: Once you receive the email from the Beacon system containing the paper forms needed, populate the forms with the names of the users you wish to have access to eServices. Then submit those forms according to the instructions contained therein.

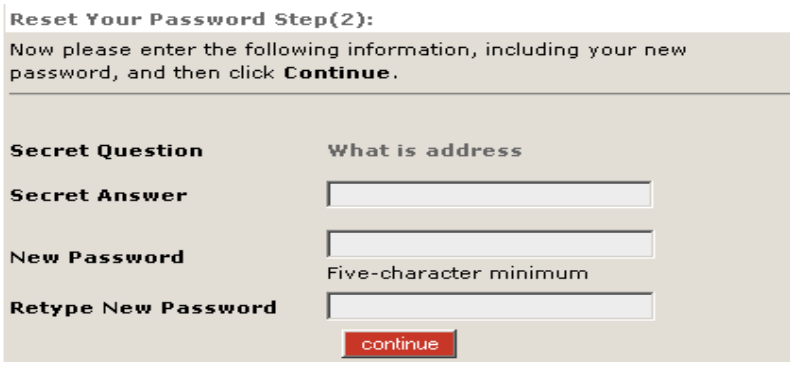
- **User registration**: Any users at a provider site who wish to sign up for access to eServices tools must be submitted to Beacon on the paper forms you received after your initial registration. These users must create their own user name and password in order to access the system.

Resetting Your Password

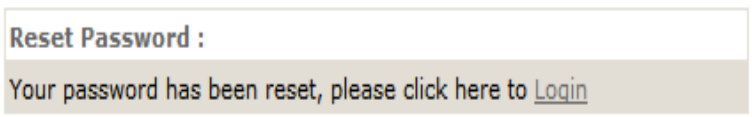
Beacon's eServices is committed to making your business with us as easy as possible. eServices allows an immediate password reset option should you lose or forget your password. On the eServices login page, simply scroll to the lower half of the page and click the "Forgot Password?" link.



Then simply answer your "Secret Question" when it appears on the screen and click "Submit". The system will allow you to reset your password immediately.



The site will then verify when you have successfully reset your password.



MEMBER ELIBILITY

Once logged on, providers will be able to view the eServices tools available through the Beacon Health Strategies website.

eServices page

To check a member's eligibility status, click on the "Check Eligibility" link under the Provider Tools option. You will be directed to the Member Lookup page.

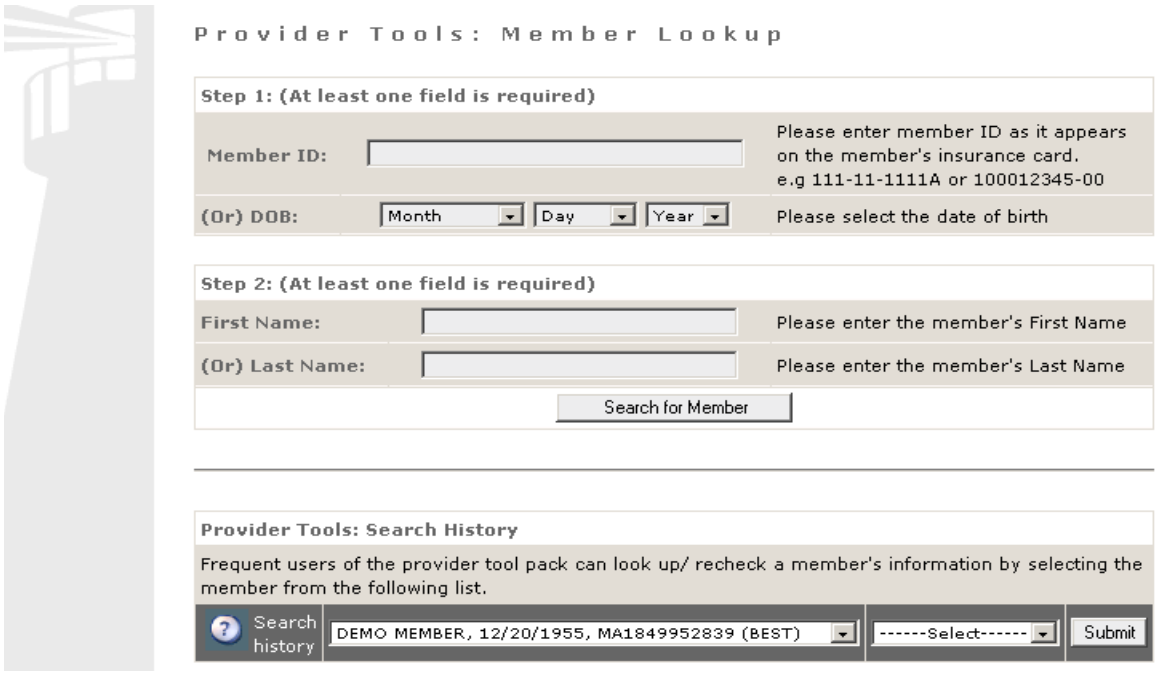
In order to look up a member, you must have two data elements unique to that member:

- Enter the Member ID ***or*** DOB

  And

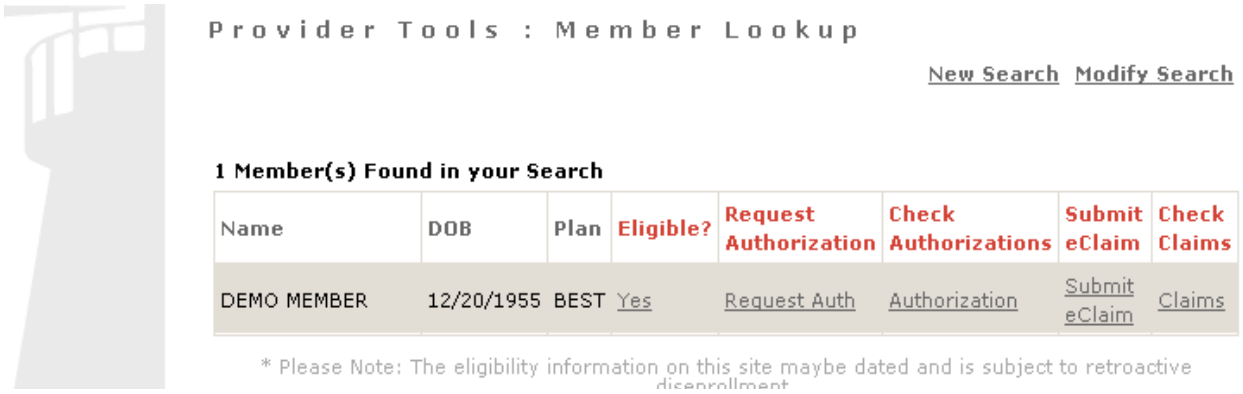
- Enter the first ***or*** last name.

Click “Search for Member”.



Note: You can shortcut to a member in the search history that you have looked up in the last 10 days at the bottom of the member lookup page.

The search will produce a list of members fitting your criteria with a relationship to you as a provider. You can then select the specific member you are in search of.



Once a member record is retrieved and selected through the search function, the record summary details options available to the provider:

- Check Eligibility
- Request Authorization
- Check Authorization
- Submit a Claim
- Check Claims Status

The member's eligibility will be clearly visible when the record is retrieved for you. Under Eligibility, it will be noted "Yes" or "No".

For additional information on the eligibility of the member, including historical eligibility segments, insurance carrier and primary care physician, simply click on the "Yes" or "No" link in the eligibility box.

Note: At this time, due to restrictions in place set forth by the Centers for Medicare and Medicaid Services, Medicare members are not accessible via eServices.

AUTHORIZATIONS

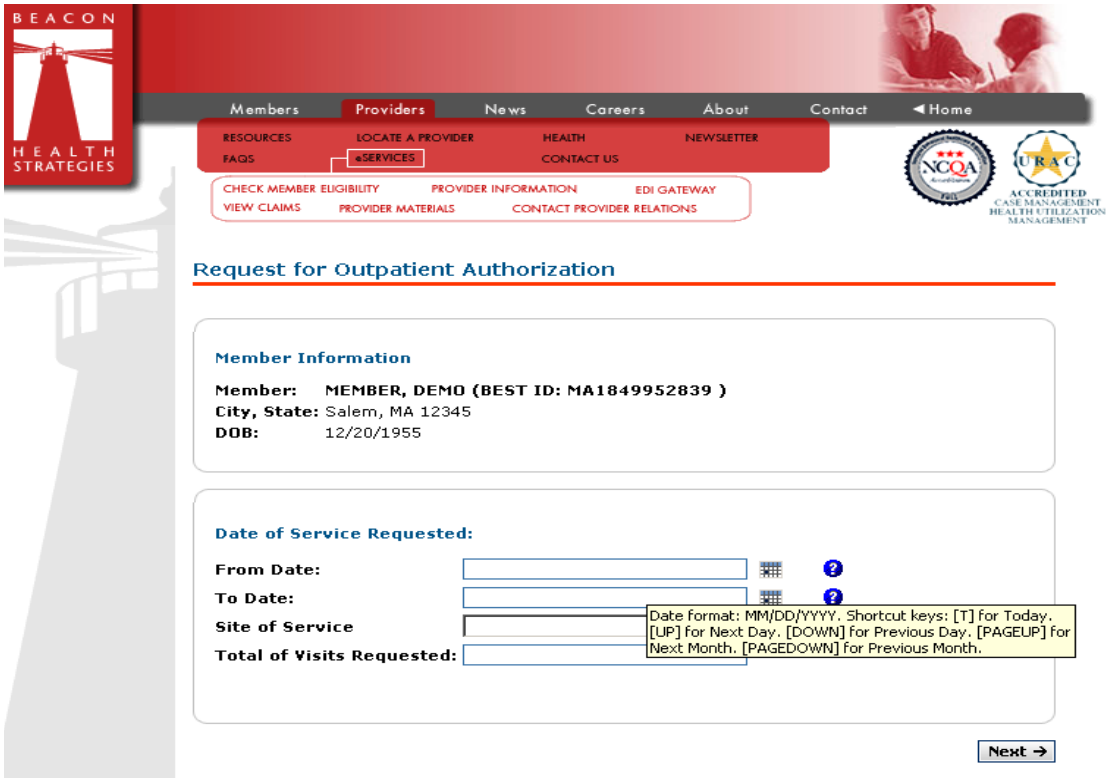
Requesting Authorizations

Requesting authorizations for members is easy on the Beacon Health Strategies eServices website.

Once you have searched for, retrieved and selected a member from the eServices website, you can easily select the "Request Authorization" link as it appears in the record summary. You can also request authorizations from the eServices welcome page under Provider Tools.

Next, select the type of authorization. On the following page, enter all of the following information fields.

Note: Once you enter the session, it is set to expire in 30 minutes. You will be prompted when 5 minutes are left. All information will be lost if not completed in the allotted time.

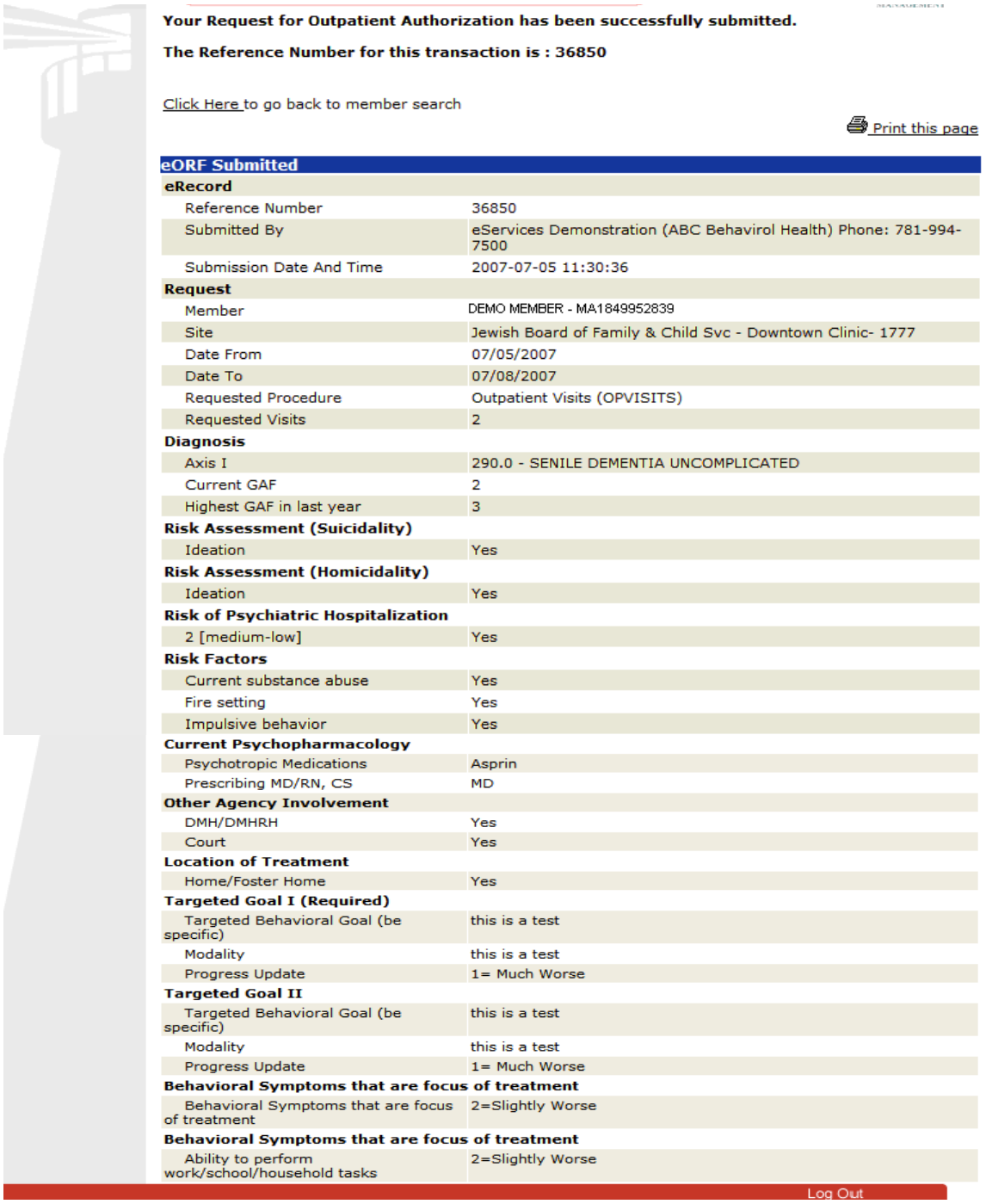


Click the "Next" button to continue with the authorization.

On the following page, enter all required clinical information (required fields are marked with a red asterisk).

If you fail to input required fields, the fields will be highlighted in yellow as an indication that you are missing information. Make sure to include all accurate information in the fields.

Upon selecting the final "Submit" button to submit your authorization request, you will receive a confirmation, reference number and a copy of the electronic Outpatient Review Form (eORF). You can also print the page for your records.



Your Request for Outpatient Authorization has been successfully submitted.

The Reference Number for this transaction is : 36850

Click Here to go back to member search

Print this page

eORF Submitted	
eRecord	
Reference Number	36850
Submitted By	eServices Demonstration (ABC Behavirol Health) Phone: 781-994-7500
Submission Date And Time	2007-07-05 11:30:36
Request	
Member	DEMO MEMBER - MA1849952839
Site	Jewish Board of Family & Child Svc - Downtown Clinic- 1777
Date From	07/05/2007
Date To	07/08/2007
Requested Procedure	Outpatient Visits (OPVISITS)
Requested Visits	2
Diagnosis	
Axis I	290.0 - SENILE DEMENTIA UNCOMPLICATED
Current GAF	2
Highest GAF in last year	3
Risk Assessment (Suicidality)	
Ideation	Yes
Risk Assessment (Homicidality)	
Ideation	Yes
Risk of Psychiatric Hospitalization	
2 [medium-low]	Yes
Risk Factors	
Current substance abuse	Yes
Fire setting	Yes
Impulsive behavior	Yes
Current Psychopharmacology	
Psychotropic Medications	Asprin
Prescribing MD/RN, CS	MD
Other Agency Involvement	
DMH/DMHRH	Yes
Court	Yes
Location of Treatment	
Home/Foster Home	Yes
Targeted Goal I (Required)	
Targeted Behavioral Goal (be specific)	this is a test
Modality	this is a test
Progress Update	1= Much Worse
Targeted Goal II	
Targeted Behavioral Goal (be specific)	this is a test
Modality	this is a test
Progress Update	1= Much Worse
Behavioral Symptoms that are focus of treatment	
Behavioral Symptoms that are focus of treatment	2=Slightly Worse
Behavioral Symptoms that are focus of treatment	
Ability to perform work/school/household tasks	2=Slightly Worse

Log Out

Checking Authorizations

As is the case with other eServices tools, you can check authorizations directly from the Provider Tools menu, or after you have searched for and retrieved a specific member record.

To check an authorization status from a retrieved member record, simply click on the "Check Authorization" link in the member record summary. You will be directed to the Authorization Inquiry page. You will then be prompted to select the month and year of the authorization you wish to review. Select the date and click "Search Authorizations".

At this page, you will see member demographic information and all authorizations in the member's history. More detail, including the reasons for any denials, can be accessed by clicking on the link under "Decision".

Authorization Inquiry Information

New Search Back to Autorizations

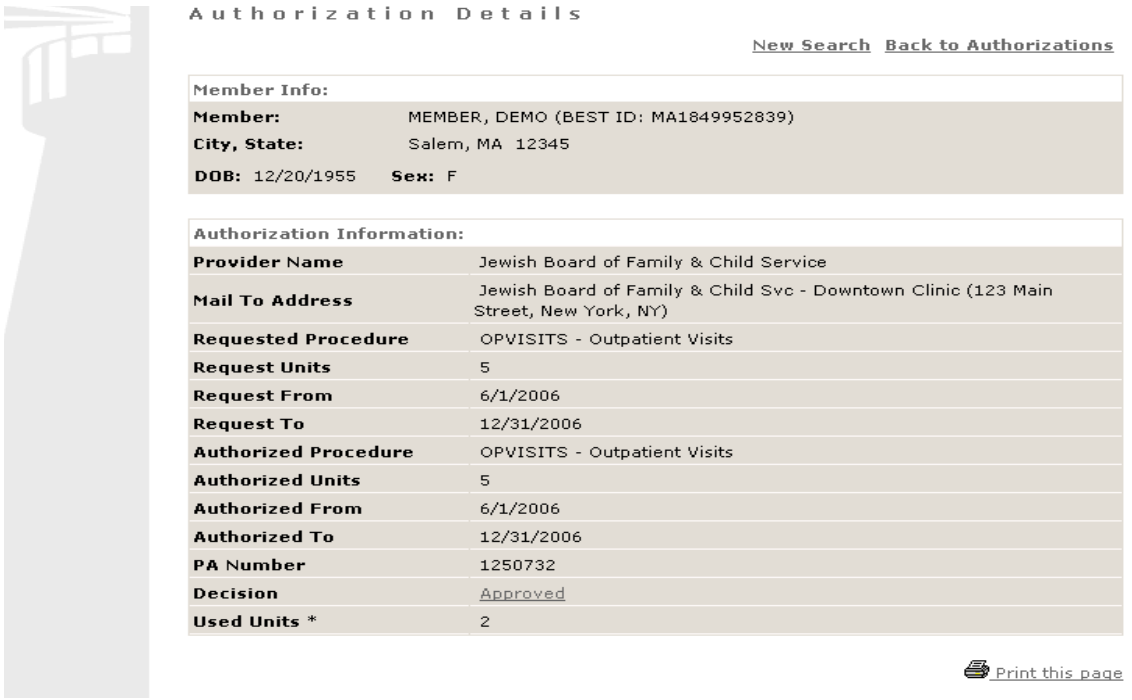
Member Information:

Member: MEMBER, DEMO (BEST ID: MA1849952839)

City, State: Salem, MA 12345

DOB: 12/20/1955 **Sex:** F

	Requested From	Requested To	Requested Procedure	Requested Units	Approved Units	PA	Decision
☑	6/1/2006	12/31/2006	OPVISITS	5	5	1250732	Approved



Authorization Details

New Search Back to Authorizations

Member Info:

Member: MEMBER, DEMO (BEST ID: MA1849952839)

City, State: Salem, MA 12345

DOB: 12/20/1955 **Sex:** F

Authorization Information:

Provider Name	Jewish Board of Family & Child Service
Mail To Address	Jewish Board of Family & Child Svc - Downtown Clinic (123 Main Street, New York, NY)
Requested Procedure	OPVISITS - Outpatient Visits
Request Units	5
Request From	6/1/2006
Request To	12/31/2006
Authorized Procedure	OPVISITS - Outpatient Visits
Authorized Units	5
Authorized From	6/1/2006
Authorized To	12/31/2006
PA Number	1250732
Decision	Approved
Used Units *	2

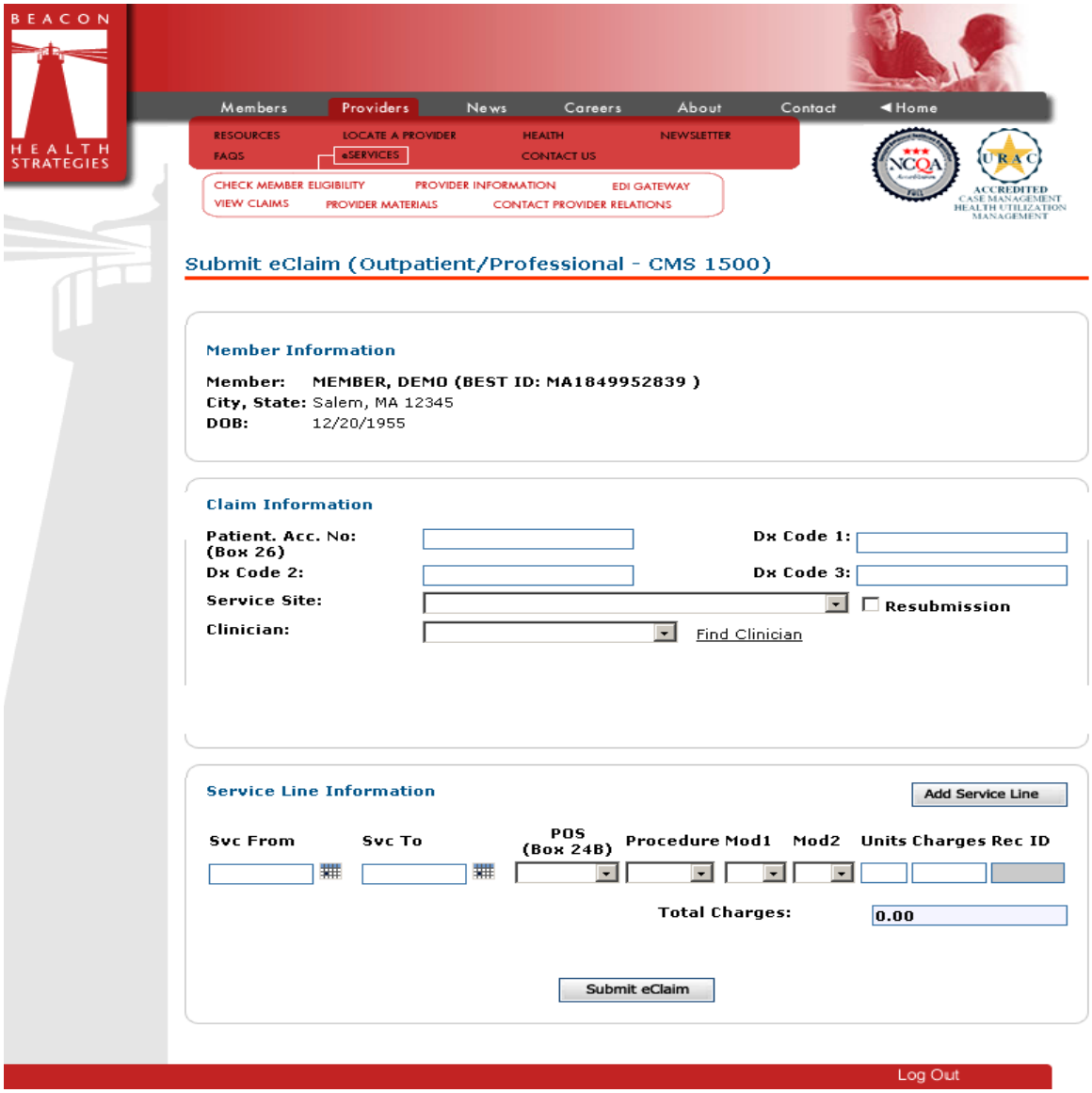
Print this page

CLAIMS

Claims Submission

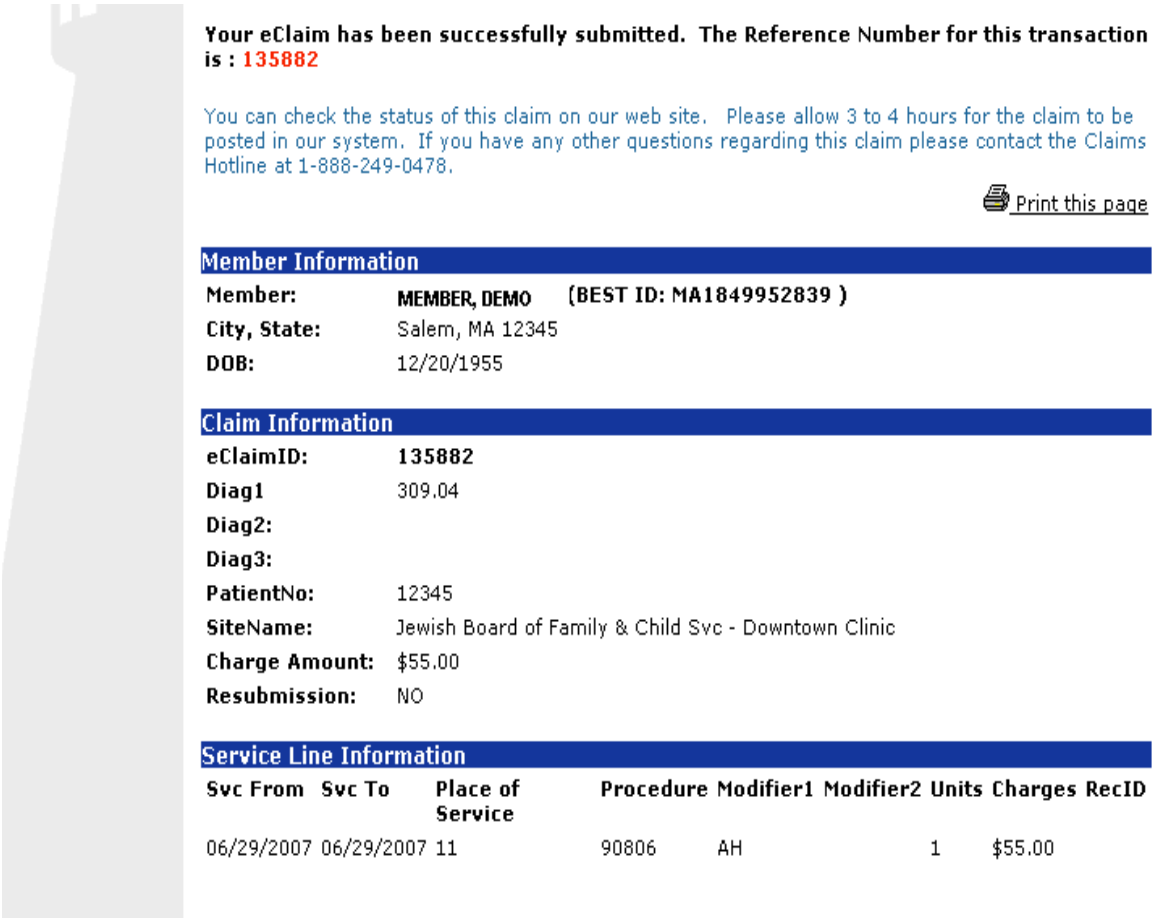
Providers can submit outpatient claims directly via Beacon's website. The process is fast and easy, and saves time and resources for providers.

To submit a claim, click on "Submit an eClaim" under Provider Tools, or click "Submit eClaim" in the member record summary. Enter all required information regarding the claim and click on the "Submit eClaim" link at the bottom of the page.



Once you have submitted the eClaim, you will be directed to a confirmation screen. This screen contains a verification of the claim submission, a reference number for the claim submission and a review of the information you entered for the claim.

Note: Please allow 3 to 4 hours for the claim to be posted in our system. Once the claim is posted in our system you will then be able to view it online.



Your eClaim has been successfully submitted. The Reference Number for this transaction is : 135882

You can check the status of this claim on our web site. Please allow 3 to 4 hours for the claim to be posted in our system. If you have any other questions regarding this claim please contact the Claims Hotline at 1-888-249-0478.

Print this page

Member Information

Member:	**MEMBER, DEMO (BEST ID: MA1849952839)**
City, State:	Salem, MA 12345
DOB:	12/20/1955

Claim Information

eClaimID:	**135882**
Diag1	309.04
Diag2:	
Diag3:	
PatientNo:	12345
SiteName:	Jewish Board of Family & Child Svc - Downtown Clinic
Charge Amount:	$55.00
Resubmission:	NO

Service Line Information

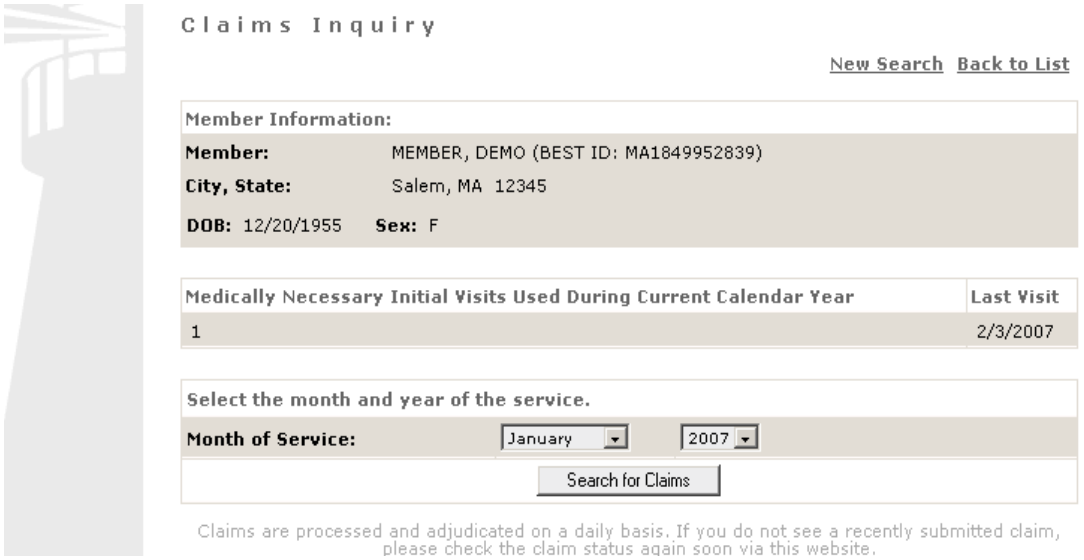
Svc From	Svc To	Place of Service	Procedure	Modifier1	Modifier2	Units	Charges	RecID
06/29/2007	06/29/2007	11	90806	AH		1	$55.00	

Checking Claims Status

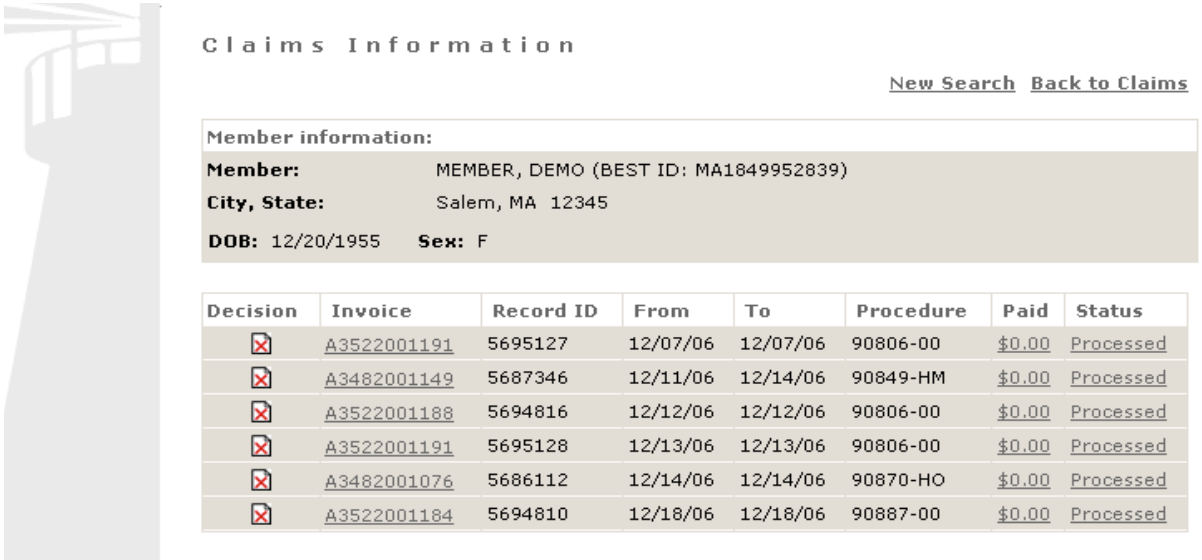
You can also check the status of a claim on Beacon's website at any time. The information on Beacon's website is accurate, real time data.

To check the status of a claim that you have submitted select the link for "Check Claim Status" under Provider Tools or click the link "Claims" from the member record summary obtained via a member search.

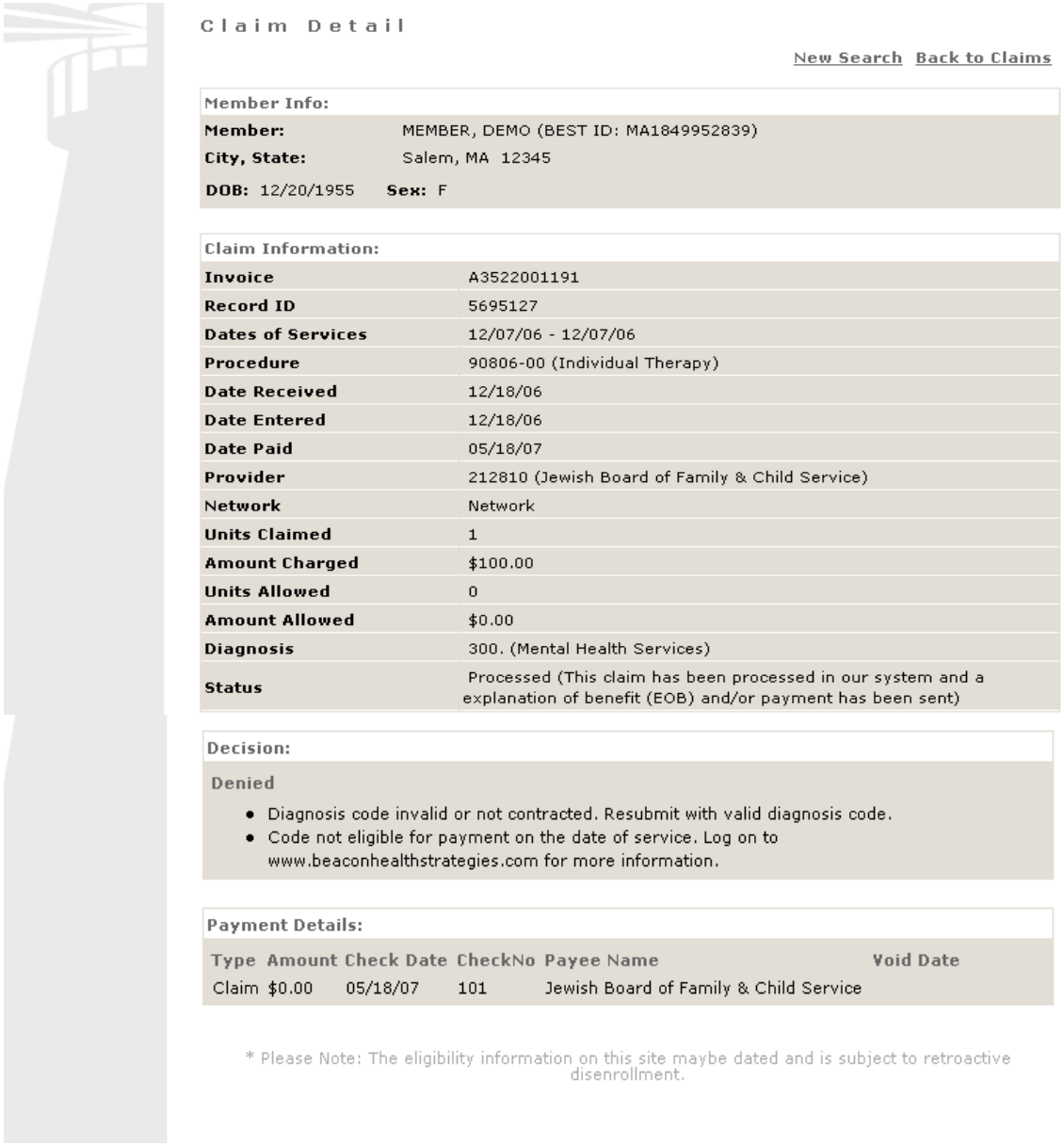
Once directed to the "Claims Inquiry" page, select the month and year of service for the claim that you are checking, and click on the "Search for Claims" button.



The following screen will display all claims received and disposition of each claim in the time period selected.



More information about a particular claim, including denial reason, can be obtained by clicking on the invoice number of the claim. The member information, claim information, decision, and payment details will be displayed on the subsequent screen.



Claim Detail

New Search Back to Claims

Member Info:

Member:	MEMBER, DEMO (BEST ID: MA1849952839)
City, State:	Salem, MA 12345
DOB: 12/20/1955	**Sex:** F

Claim Information:

Invoice	A3522001191
Record ID	5695127
Dates of Services	12/07/06 - 12/07/06
Procedure	90806-00 (Individual Therapy)
Date Received	12/18/06
Date Entered	12/18/06
Date Paid	05/18/07
Provider	212810 (Jewish Board of Family & Child Service)
Network	Network
Units Claimed	1
Amount Charged	$100.00
Units Allowed	0
Amount Allowed	$0.00
Diagnosis	300. (Mental Health Services)
Status	Processed (This claim has been processed in our system and a explanation of benefit (EOB) and/or payment has been sent)

Decision:

Denied

- Diagnosis code invalid or not contracted. Resubmit with valid diagnosis code.
- Code not eligible for payment on the date of service. Log on to www.beaconhealthstrategies.com for more information.

Payment Details:

Type	Amount	Check Date	CheckNo	Payee Name	Void Date
Claim	$0.00	05/18/07	101	Jewish Board of Family & Child Service	

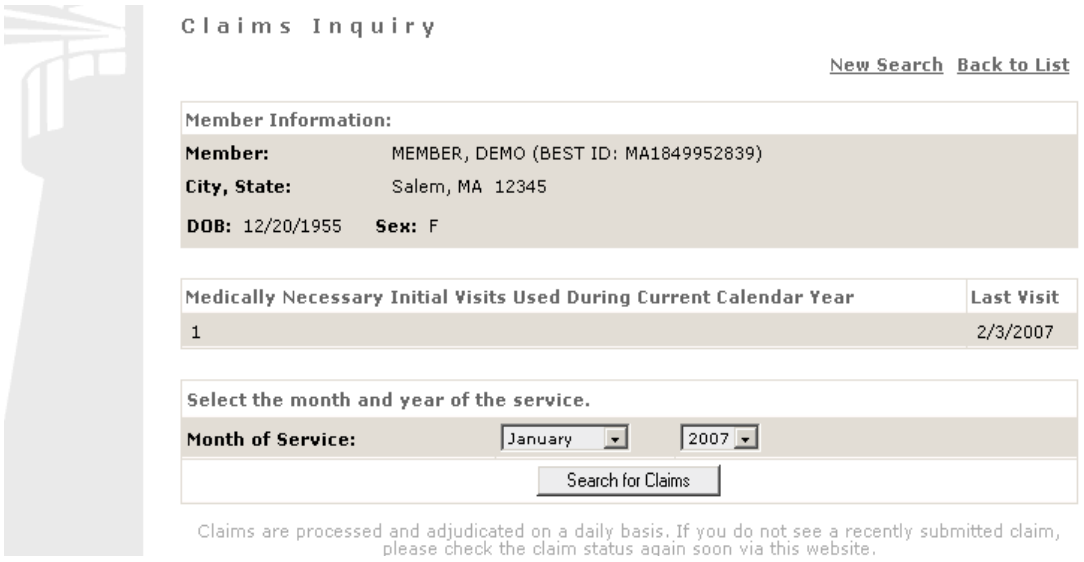
* Please Note: The eligibility information on this site maybe dated and is subject to retroactive disenrollment.

Checking Initial Encounters

The claims status page also displays the status of initial outpatient visits (encounters) used by the selected member.

To check the number of initial outpatient visits allowed and expended, select the link for "Check Claim Status" under Provider Tools or click the link "Claims" from the member record summary obtained via a member search.

You will be directed to the "Claims Inquiry" page, which displays the medically necessary initial outpatient visits used during the current calendar year and the date of the last visit.



PROVIDER INFORMATION AND DEMOGRAPHICS

Beacon Health Strategies' encourages providers to help us maintain accurate provider demographic data for the benefit of our members. Keeping this data current is easy through the Beacon eServices website.

To edit your provider demographic information, select "Provider Information" from the eServices main page.

The system will ask you to designate which of your provider sites you wish to update if you operate more than one site. Choose the site that you would like to update and click the "Submit" button.

Here you can update site address and phone information, contact information, including email, site schedule and other information.

Simply click "Edit" and enter the updated information and click "Save" or "Update". Beacon's provider relations staff will verify and change this information in our system.

EDITING eSERVICES ACCOUNT INFORMATION

Editing your eServices account is easy and can be done online at www.beaconhealthstrategies.com.

Editing your user name

You can edit your account information by selecting the "Edit eAccount Profile" from the eServices welcome page.

Editing your password

You can also edit or change your password to eServices at any time. Remember to write your password down and keep it in a safe place.

Beacon eServices user names and passwords are unique to each user and are not to be shared. Beacon will disable any account that is not accessed for more than two months, or any account that is being used by a person other than the intended user.

FORMS, DOWNLOADS AND OTHER RESOURCES

Forms, manuals, bulletins and other resources are available to contracted providers on the Beacon eServices page, under "Access Provider Materials" and "Provider Reports".

You can access these materials simply by logging on to the eServices page and selecting the "Access Provider Materials" link. The list of materials available includes: provider manuals, level of care criteria, clinical bulletins, claims bulletins, network bulletins, forms, and mailings.

Explanation of Benefits

To print an Explanation of Benefits (EOB) form, select the "Provider Reports" link from the eServices main page. Click on the "Explanation of Benefits" link.

You will be directed to a page requiring that you select the month and year of service of the EOB you wish to view. The next page will display all EOBs from that particular time period selected. To view or print any of the displayed EOBs, simply click on the printer icon located before the check number of that which you wish to view.

Note: In order to view and print the EOB you will be prompted to download Crystal Report Viewer from our website (if not already installed). If you are asked to install the software, click YES and downloading will begin immediately.

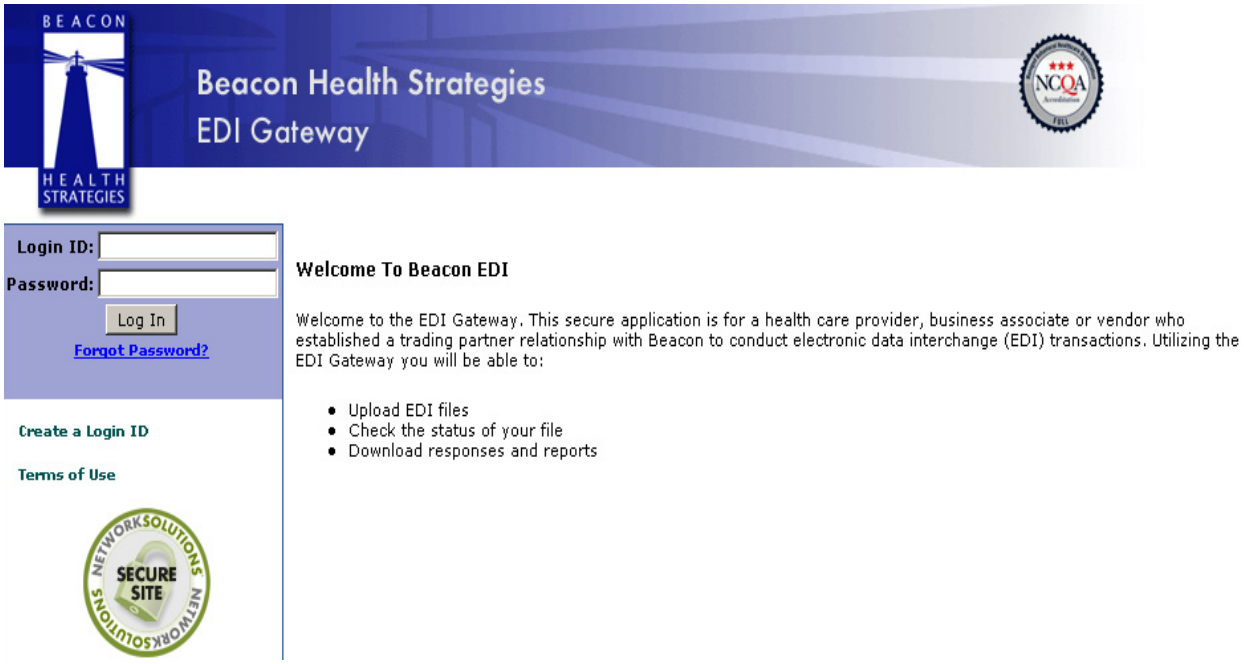
Checking Claims Approval Rates

Aggregate claims approval rates can also be obtained through Beacon's eServices website. To check your claims approval rate, select "Provider Reports" from the eServices page. Next Click on the link for "Provider Approval Rate with Denial report". On the next page select the month and the year you wish to review. This will list the total number of claims received for that time period. There will also be a list of the outcomes of the claims received and the percent for each category. You can scroll over to the decision to get a brief pop-up explanation.

ELECTRONIC DATA INTERCHANGE (EDI)

Electronic Data Interchange, or EDI, can be accessed at the Beacon eServices site.

To access EDI, select "EDI Gateway" from the main eServices page. A new screen to the EDI Gateway will open, allowing you to upload EDI files, check the status of your file, and download responses and reports.



HELP

EDI

Beacon accepts standard HIPAA 837 Professional and Institutional health care claims transactions as well as provides 835 transactions. Download Beacon's 837 and 835 companion guides from http://www.beaconhealthstrategies.com/Resources/Hipaa/ for information regarding testing and setup for these EDI transactions with Beacon. Technical and business related questions regarding EDI can be directed to edi.operations@beaconhs.com.

eServices

All contracted providers are eligible to use eServices through Beacon's website at www.beaconhealthstrategies.com. With this application providers can submit claims and check member eligibility and claim status directly online. Contracted providers can obtain user names and passwords for this secure application by filling out a simple online application. For any questions about eServices, please visit the provider section on https://provider.beaconhs.com or contact us at eServices@beaconhs.com.

If you are having trouble finding a member, submitting a claim, or submitting an authorization please make sure that all of the required information fields have been filled in. For further assistance call the eServices Help Line at 866-206-6120.